DH551C/DH550C/DL550C
Double Sided Display
User Manual

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Important Safety Instructions

Safety precautions and maintenance

Use of control, adjustments or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.

Read and follow these instructions when connecting and using your display:

Operation:

- Keep the display out of direct sunlight and away from stoves or any other heat sources.
- Remove any object that could fall into ventilation holes of power box or prevent proper cooling of the display's electronics.
- Don't block the ventilation holes on the power box.
- When positioning the display, make sure the power plug and outlet are easily accessible.
- When turning off the display by detaching the power cord, wait 6 seconds before re-attaching the power cord for normal operation.
- Ensure the use of an approved power cord provided by BenQ at all times. If your power cord is missing, please contact your local service center.
- Don't subject the display to severe vibration or high impact conditions during operation.
- Don't knock or drop the display during operation or transportation.
- Provide an earthing connection before the mains plug is connected to the mains. And, when disconnecting the earthing connection, be sure to disconnect after pulling out the mains plug from the mains.

Maintenance:

- To protect your display from possible damage, do not put excessive pressure on the display.
- Unplug the display if you are not going to use it for an extensive period of time.
- Unplug the display if you need to clean it with a slightly damp cloth. The screen may be wiped with a dry cloth when the power is off. However, never use organic solvent, such as, alcohol, or ammonia-based liquids to clean your display.
- To avoid the risk of shock or permanent damage to the set, do not expose the display to dust, rain, water or an excessively moist environment.
- If your display becomes wet, wipe it with dry cloth as soon as possible.
- If a foreign substance or water gets in your display, turn the power off immediately and disconnect the power cord. Then remove the foreign substance or water.
- Don't store or use the display in locations exposed to heat, direct sunlight or extreme cold.

Read and follow these instructions when connecting and using your display:

- Unplug the display if you are not going to use it for an extensive period of time.
- Unplug the display if you need to clean it with a slightly damp cloth. The screen may be wiped with a dry cloth when the power is off. However, never use alcohol, solvents or ammonia-based liquids.
- Keep the display out of direct sunlight and away from stoves or any other heat sources.
- Remove any object that could fall into the vents or prevent proper cooling of the display's electronics.
- Don't block the ventilation holes on the power box.
- Keep the display dry. To avoid electric shock or permanent damage, do not expose it to rain or excessive moisture.
- When turning off the display by detaching the power cable or DC power cord, wait for 6 seconds before re-attaching the power cable or DC power cord for normal operation.
- When positioning the display, make sure the power plug and outlet are easily accessible.
- Consult a service technician if the display does not operate normally after having followed the instructions in this manual.

Usage

Remote controller precautions:

• Power function of the remote controller works only when pointing to the front side of the display; the other functions work at either side.

Front Side

Back Side

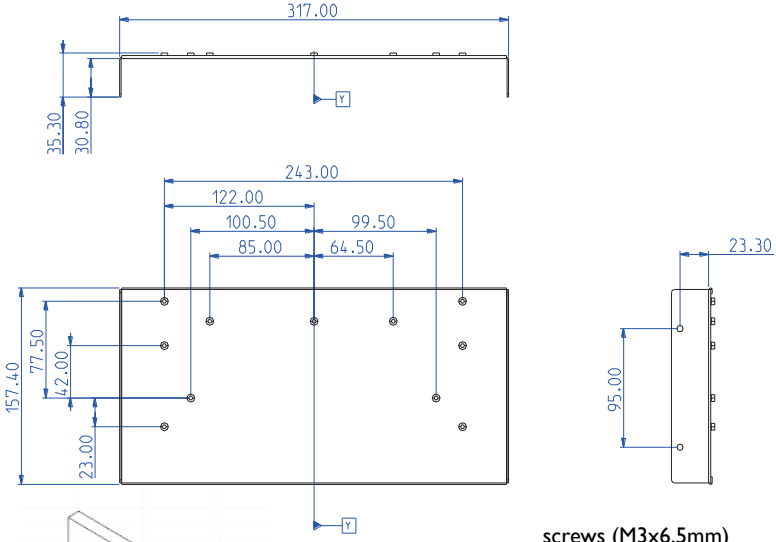
There is a user door at the front side.

Power connection to the device:

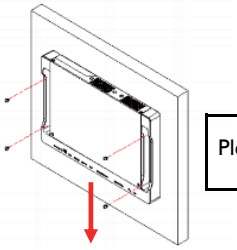
• The display shall be installed nearby the sockets for easy access to the power.

IPC (Industrial PC) installation:

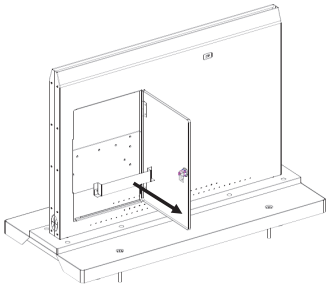
- This display contains a plate metal to be attached to your IPC.
- The relative position of the screw holes is shown below. You can choose proper screw holes to apply.
- The dimension of IPC space: 270*181*26.5mm



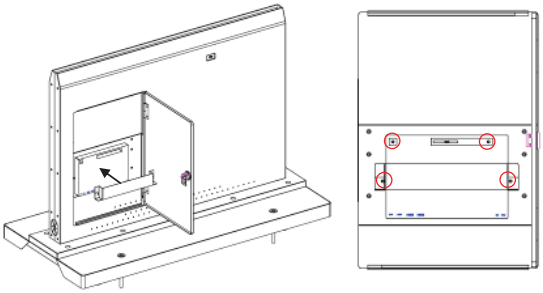
screws (M3x6.5mm)



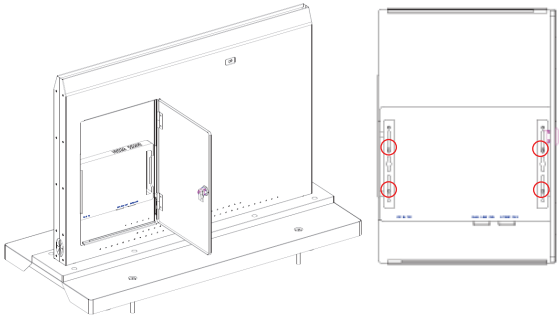
Please put the IPC I/O interface down.



1. Tear down the IPC fixed sheet metal first.



2. Set & fix the IPC & Reinstall the IPC fixed sheet metal with 4 screws (M3x6.5mm).

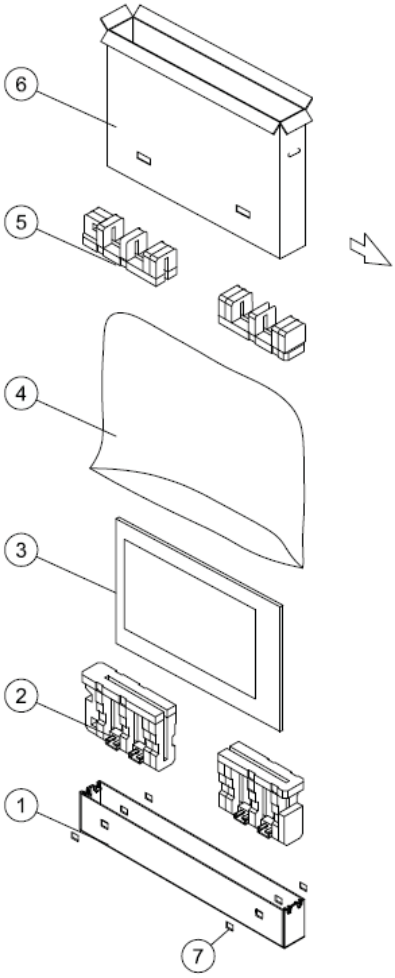


3. Set & fix the IPC (Don't need reinstall the IPC fixed sheet metal.) with 4 screws (M3x6.5mm).

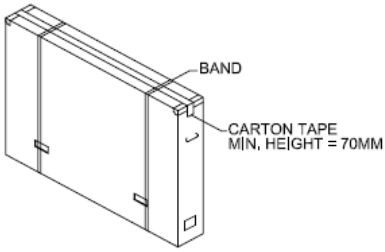
Package content

Unpacking

- This product is packed in a carton together with the standard accessories.
- Due to the size and weight of this display, it is recommended to move it with at least two people.
- After opening the carton, ensure that the contents are complete and in good condition.

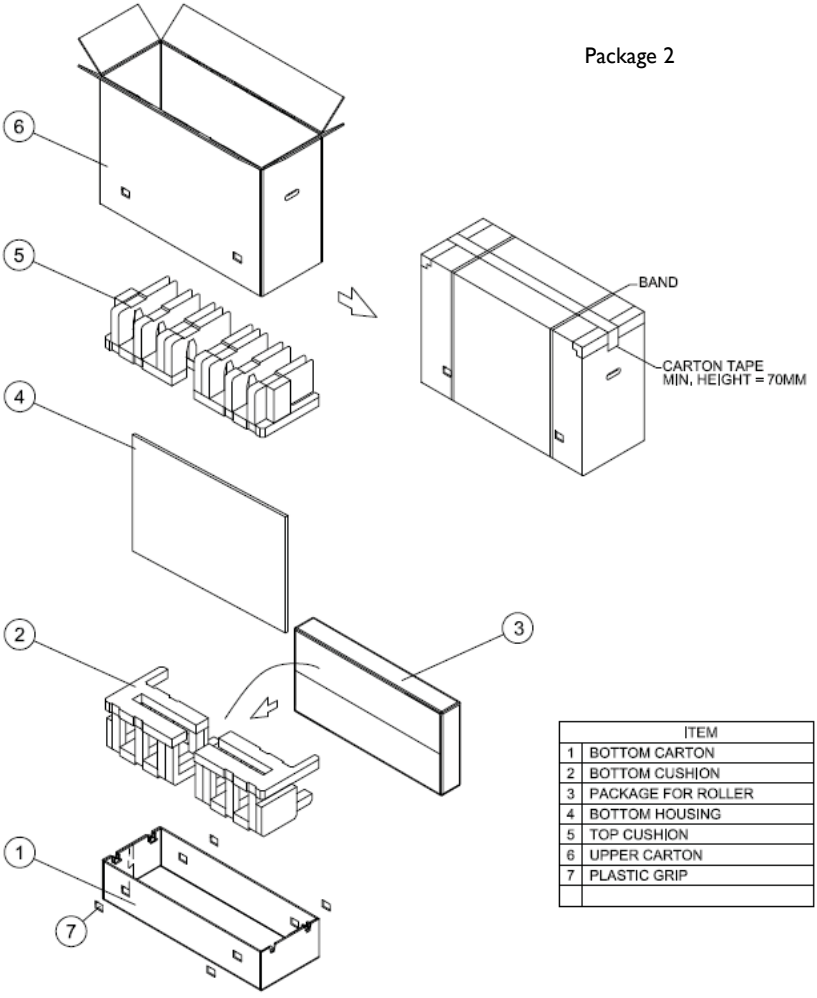


Package 1



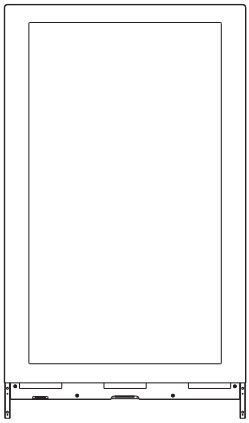
	ITEM
1	BOTTOM CARTON
2	BOTTOM CUSHION
3	P55 DUAL SET
4	PACKING BAG
5	TOP CUSHION
6	UPPER CARTON
7	PLASTIC GRIP

Package 2



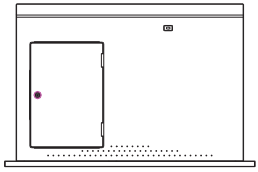
	ITEM
1	BOTTOM CARTON
2	BOTTOM CUSHION
3	PACKAGE FOR ROLLER
4	BOTTOM HOUSING
5	TOP CUSHION
6	UPPER CARTON
7	PLASTIC GRIP

Packing list



Double sided display x1

Remote controller x1
(Battery: CR 2025 3V)



Bottom housing x1

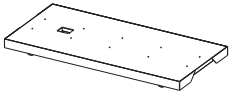
Power cord x1

Key x1

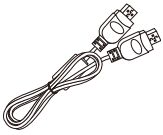
M4x8mm screw x4

M5x30mm screw x4

M6x20mm screw x10



Full size stand (with wheels)



HDMI cable x2

M10x100mm screw x4

Overview

Top View

Front View

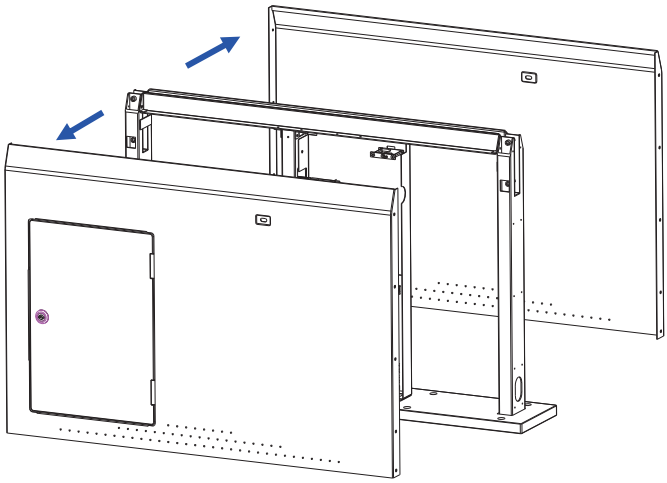
Side View

Back View

No.	Name
1	Double sided display
2	Display Set
3	Double sided remote control sensor
4	Stand (with user hole x 10)
5	User door (with locker)

Setting up the display

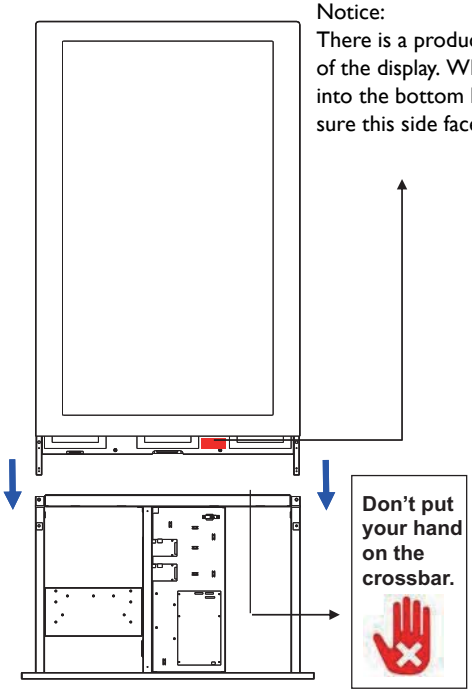
Tearing down the bottom housing

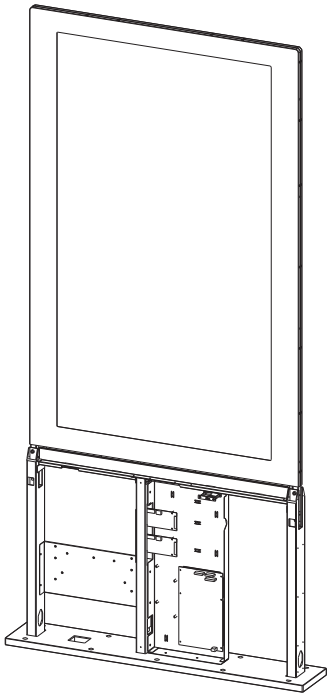


Putting the bottom housing straight, and remove 20 screws (M3x6mm) to tear down its covers.

Placing the double sided display into the bottom housing

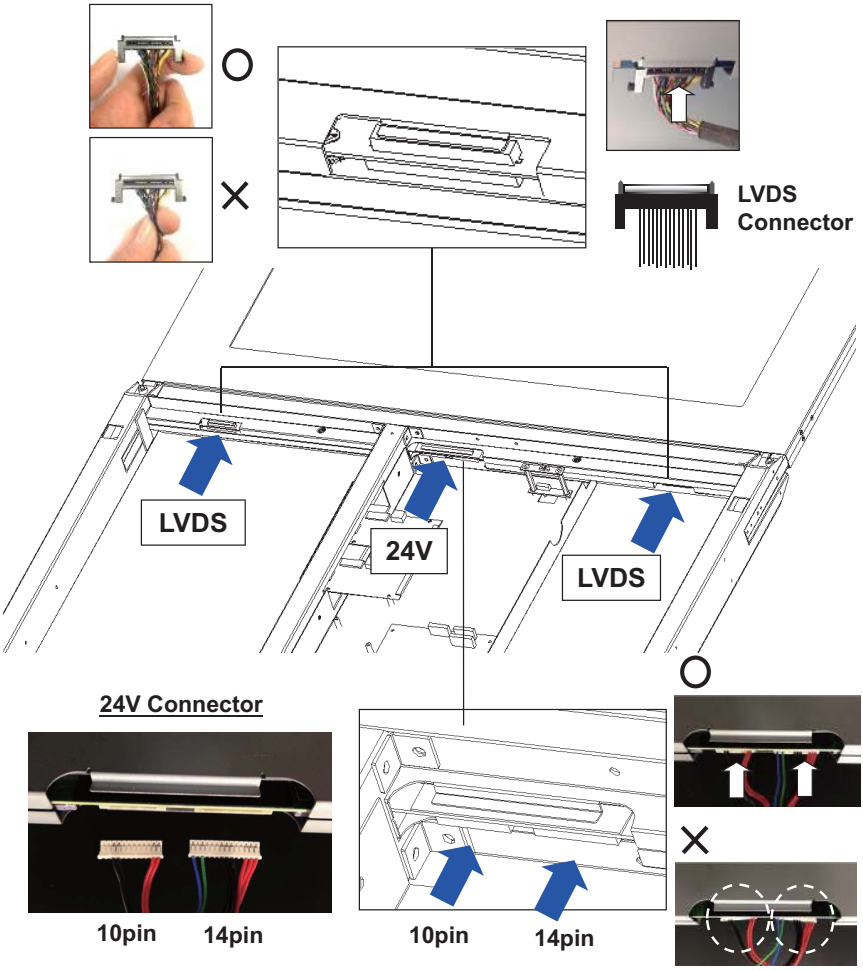
Notice:
There is a product label at the front side of the display. When placing the display into the bottom housing, please make sure this side face front.



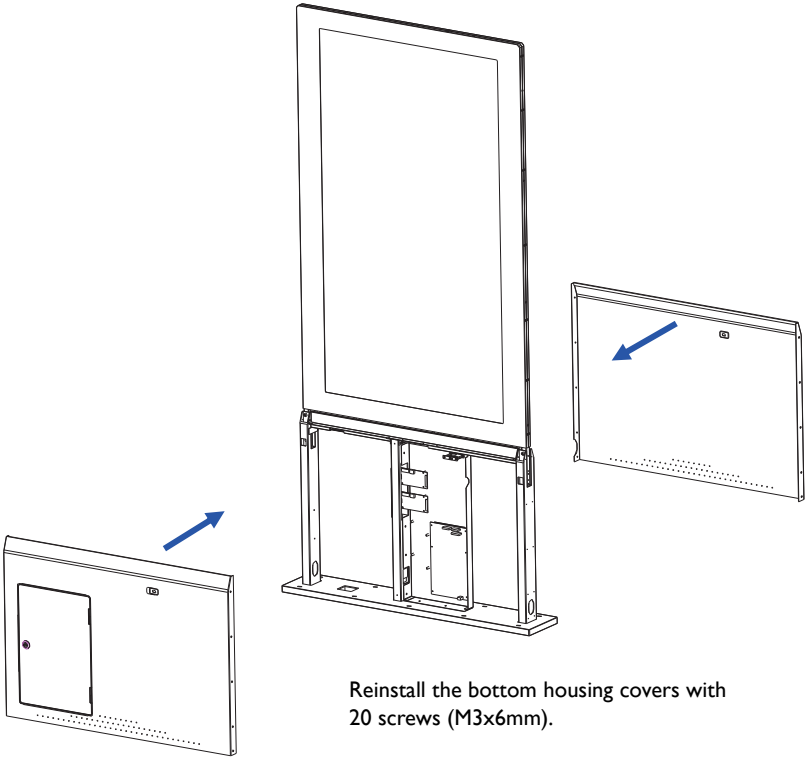


Place the display into the bottom housing with 2 of (M5x30mm) screws and 4 of (M4x8mm) screws.

Connecting the LVDS and 24V



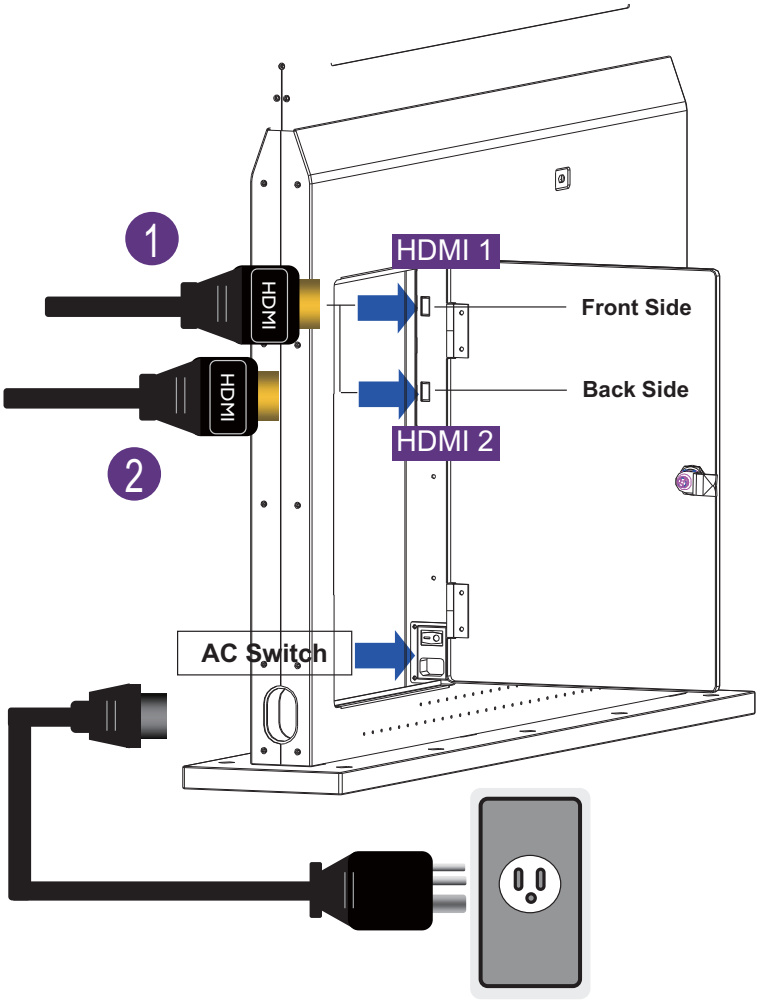
Reinstalling the bottom housing covers



Reinstall the bottom housing covers with 20 screws (M3x6mm).

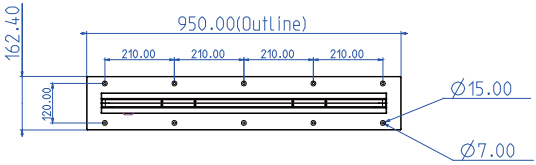
Opening the user door for HDMI connector & AC switch (power cord)

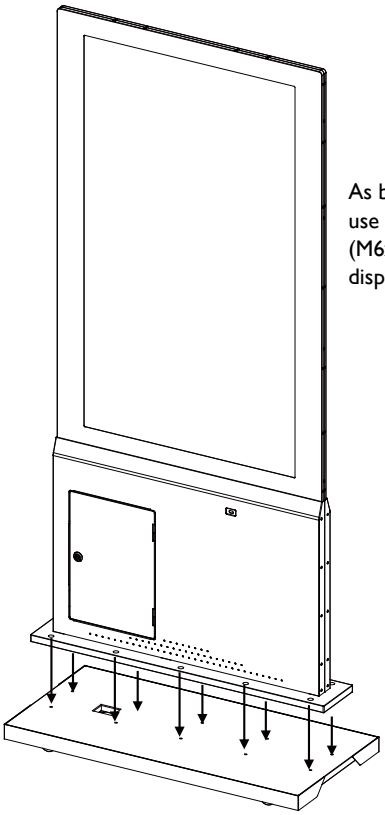
The main signal input source is HDMI 1. Make sure HDMI 1 is well connected before establishing HDMI 2 connection.



Full size stand installation

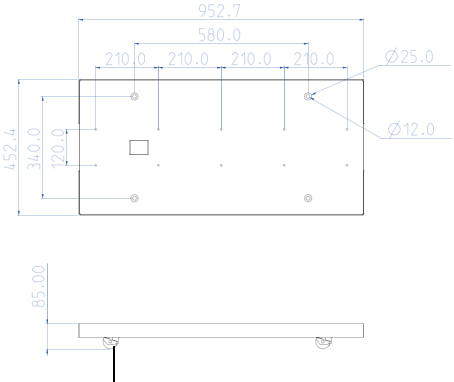
Step 1

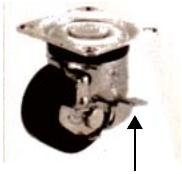




As below arrows directed, use the 10 screws (M6x20mm) to secure the display with the full size stand.

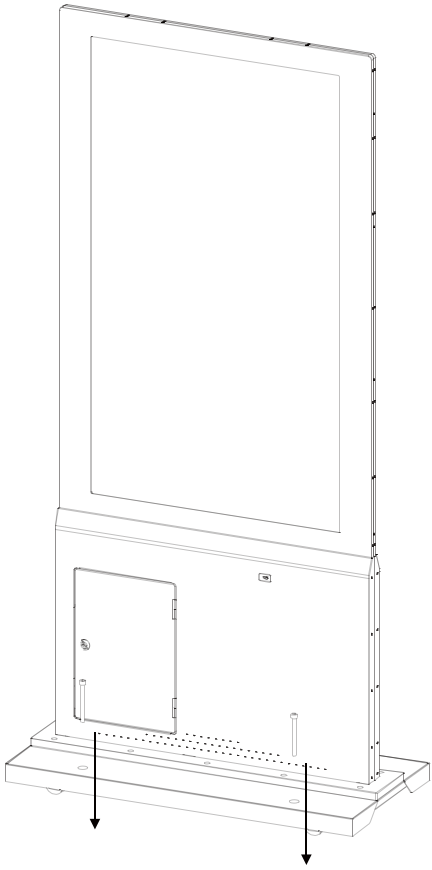
Step 2





Fixed wheel: to fix by the brake.

As below arrows directed, use the 4 screws (M10x100mm) to secure the product to the ground.



Using the remote control

No	Name	Description
1	**Power**	Press to turn power on/off.
2	**MENU**	Press to enter OSD setting menu.
3	▲	Press to move up in OSD setting menu.
4	▼	Press to move down in OSD setting menu.
5	**EXIT**	Press to exit menu/selection.

Buttons not specified above are idle from remote control operations.

OSD menu

Press **MENU** to pop up the OSD setting menu, and then press "▲" or "▼" to select the item. Press **MENU** to enter submenu. Press **EXIT** to exit.

Luminance menu

Press **MENU** to select one of the following, and then press "▲" or "▼" to select the desired level. Press **EXIT** when done.

Item	Description
Brightness1	**Range**: 0~100.
Contrast	**Range**: 0~100.

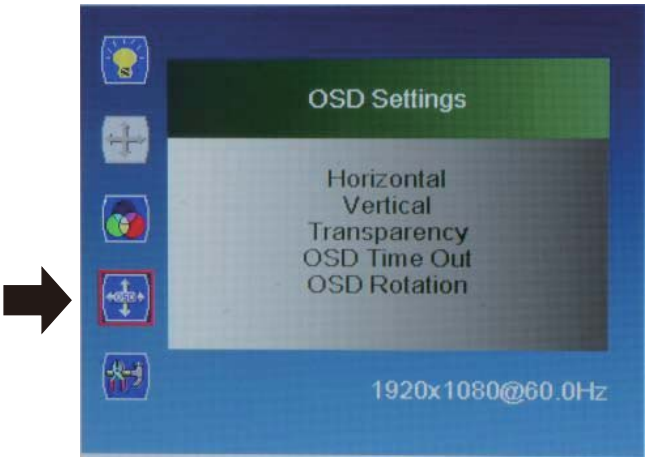
Color menu

Press **MENU** to select one of the following, and then press "▲" or "▼" to select the desired level. Press **EXIT** when done.

Name	Description
Color Temperature	Range: 6500K, 9300K, 11500K, User Define. If you choose **User Define**, gains and offsets of red, green, and blue are adjustable.
Red	0~100
Green	0~100
Blue	0~100

OSD setting menu

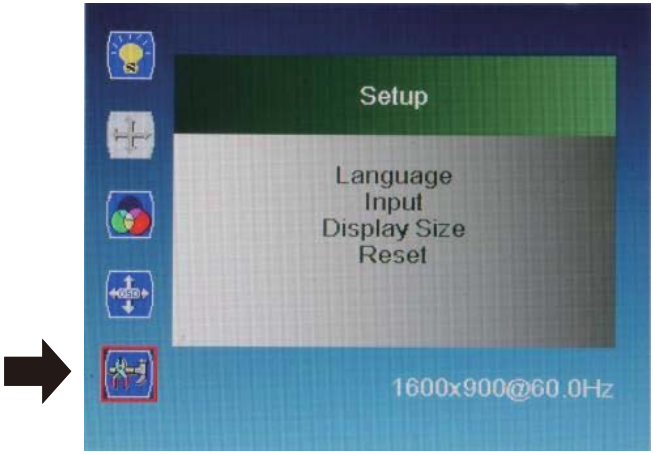
Press **MENU** to select one of the following, and then press "▲" or "▼" to select the desired level. Press **EXIT** when done.



Name	Description
Horizontal	**Default**: 50
Vertical	**Default**: 50
Transparency	**Default**: 0
OSD Time Out	**Default**: 50
OSD Rotation	0(0°), 1(90°), 2(270°), 3(360°)

Setup menu

Press **MENU** to select one of the following, and then press "▲" or "▼" to select the desired level. Press **EXIT** when done.



Name	Description
Language	English/Español/Français/Deutsch/Italiano/Português/Русский/ 简体中文 / 日本語 / 繁體中文
Input	HDMI1/HDMI2
Display Size	Full Screen / Smart Fit / 4:3 / Smart4:3
Reset:	No/Yes

Troubleshooting

Symptom	Possible Cause	Remedy
No picture is displayed.	1. The power cord is disconnected. 2. The main power switch on the back of the display is not switched on. 3. The selected input has no connection. 4. The display is in standby mode.	1. Plug in the power cord. 2. Make sure the power switch is switched on. 3. Connect a signal connection to the display.
Interference displayed on the display or audible noise is heard.	Caused by surrounding electrical appliances or fluorescent lights	Move the display to another location to see if the interference is reduced.
Color is abnormal.	The signal cable is not connected properly.	Make sure that the signal cable is attached firmly to the jack on the display.
Picture is distorted with abnormal patterns	1. The signal cable is not connected properly. 2. The input signal is beyond the capabilities of the display.	1. Make sure the signal cable is attached firmly. 2. Check the video signal source to see if it is beyond the range of the display. Please verify input specifications.
After-Images can still be seen on the display after the display is powered off.	A still picture is displayed for an excessive period of time.	Do not display a still image for an excessive period of time since this can cause a permanent after-image remaining on the display.

Specifications

Item		Specifications		
LCD Display 55”	Model name	DH551C	DH550C	DL550C
	Screen size	55 inch (diagonal)		
	Resolution	1920 x1080 (Pixel)		
	Display Area	1209.6(H) x 680.4(V)		
	Contrast Ratio	3000:1		
	Brightness	700 nits / 700 nits	450 nits / 700 nits	450 nits / 450 nits
	View angle	178° (H); 178° (V)		
	Color Gamut	72 (%)		
	Surface Treatment	Haze 11%,3H		
Input Connectivity	HDMI*2			
Power	Input	AC100-240V, 50-60Hz, 2.7A		
	Power Consumption	230 W (typ.)		
	Light source	LED		
SET	Dimension	2029.7 x 861.9 x 23.4(U)/ 62.4(D) mm Stand: 452.4 x 952.7mm (Top view)		
	Weight	94.5 KG		
	Material	SECC		
	Surface Treatment	Painting in Black color		
Packing	Dimension	1609*176*968 mm (box1) 1068*400*735 mm (box2)		
	Weight	48 KG (box1), 62 KG (box2)		
Environmental Conditions	Operating Temp.	0 ~ 40°C		
	Operating Humidity	20% ~ 80%		
Option		IPC		

Product Dimensions